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92-206
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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

October 29, 1992

Mr. Leonard R. Langley
Chief, Radio Operator Branch
Federal Communications Commission
Room 728
1919 M. Street, N.W.
Washington, D.C. 20554

Dear Leonard:

The Roach Organization, Inc. (TRO) appreciates the opportunity to file comments regarding The Federal Communications Commission Notice of Proposed Rule Making (NPR) for privatizing the examination of applicants for commercial radio licenses.

As you know, TRO offers a professional, proven method of examination development and delivery utilizing a computerized network of over 75 PLATO® Test Centers throughout the country. We recommend that the FCC convert the examinations for commercial radio licenses to a computer-based testing program. Doing so will provide many benefits to both the FCC and it applicants for examination by:

- Making examinations available "on demand" - applicants can test when they feel ready to;
- Providing over 75 testing sites - significantly reduces the amount of travel and expense that candidates must undergo to take FCC examinations;
- Centralizing applicant information and examination results - increases the efficiency of record keeping and license issuance;
- Reducing administrative resources required from the FCC and local field offices - candidates can register and pay fees for examinations directly through TRO.

No. of Copies rec'd 0+5
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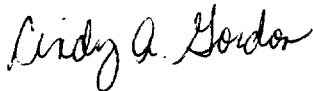
The Roach Organization, Inc.
4660 West 77th Street, Edina, Minnesota 55435
Telephone (612) 832-1000, Fax (612) 832-1290

Mr. Leonard R. Langley
Federal Communications Commission
October 29, 1992
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TRO is the original provider of computer delivered FAA examinations. It is the TRO model on which the FAA bases their computerized testing standards and requirements. We strongly recommend that the FCC implement a prototype computerized testing method, with the assistance of TRO, while the revision to the current Rules are being considered. Precedent has been set for doing so by the FAA. I would be pleased to discuss this further with you, and to share the appropriate documentation (The FAA Action Notice).

TRO looks forward to working with the FCC to implement computerized delivery of examinations for commercial radio licenses. I will be in touch with you to arrange a visit to our Alexandria Test Center for the appropriate FCC personnel.

Sincerely,

A handwritten signature in cursive script that reads "Cindy A. Gordon".

Cindy A. Gordon
Account Manager
Certification and Testing Services

CAG/jb
Enclosures

**COMMENTS ON THE
FEDERAL COMMUNICATIONS COMMISSION
NOTICE OF PROPOSED RULE MAKING
OCTOBER 29, 1992**

SUBMITTED BY:

**THE ROACH ORGANIZATION, INC.
660 White Plains Road, Suite 400
Tarrytown, NY 10591
(914) 524-9194**

**CINDY A. GORDON
Account Manager
Certification and Testing Services**

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WordPerfect Press Release

I. EXECUTIVE SUMMARY

The Roach Organization, Inc. (TRO) is pleased to respond to the Federal Communications Commissions Notice of Proposed Rulemaking for examination services for issuance of its commercial radio licenses.

TRO's comments address all issues outlined in the NPR. We understand that the FCC's goal is to privatize the administration of examinations for Commercial Radio Operator Licenses. We feel confident that this response offers the FCC the opportunity to provide a greatly enhanced service to its candidates in a cost-effective manner. Our goal, in structuring this response, is to provide the FCC with the capability to deliver its licensure examinations via computer, in the most professional, secure, and proven network of Test Centers available today. Further, TRO's goal is to propose fees which are reasonable and acceptable as compared to the candidate costs for taking traditional paper-and-pencil examinations.

TRO has over 12 years experience in operating its full-time, permanent network of over 75 PLATO Testing Centers. Each year, TRO provides more than 800,000 hours of licensing examinations to professionals such as stockbrokers, insurance agents, pilots and sonographers with a record unparalleled in the industry. TRO Test Centers are recognized for the highest quality service, Test Centers and examination security. TRO also provides state-of-the-art testing expertise, test development and statistical analysis, as described in the proposal.

TRO will work closely with the FCC to determine the best method of examination formats (i.e., randomly generated or form examinations) based upon the size of item banks for each examination, the extent of duplication of items across item banks, and the nature of each examination.

Through the use of the PLATO® system, and our expertise in examination development, TRO will be able to assist the FCC in creating additional examination forms in order to offer examinations on an "on-demand" bases, and, at the same time, ensure examination integrity. Statistics on individual items and on whole examinations will be updated and available to the FCC daily. Reports, as required, will be forwarded to the FCC on a regular basis.

Utilizing TRO's computer-based testing services will enable the FCC to provide examinations to its members on a daily basis throughout the year at over 75 PLATO® Test Centers across the country. At the same time, the administrative activities required for examination delivery will be significantly reduced.

TRO believes that the following comments offer the FCC a cost-effective opportunity to enhance its examination services by converting to a computer-based examination. We look forward to a long and mutually beneficial business partnership with the FCC.

II. CORPORATE OVERVIEW

The Roach Organization, Inc. (TRO) is a technology-based training and education company with corporate headquarters in Chicago and operations based in Minneapolis, London and Toronto. TRO pioneered the nationwide use of computer-based testing in 1980 and has since then led the computerized testing industry with technical and security innovations. Over the past 12 years, TRO has delivered millions of computer-based examinations to FAA pilots and mechanics, stockbrokers, insurance agents, two-way radio technicians, sonographers, field engineers, and real estate appraisers. Throughout this time, the highest standards of service, security, and quality have been maintained.

TRO's corporate mission is "to integrate technology, courseware, and services into comprehensive education and testing solutions for our clients". During 1991 and 1992, TRO's Test Centers benefitted from an investment of nearly five million dollars in state-of-the-art technology for the testing network. In addition, new software was developed to take full advantage of the new technology and the high-speed data transmission capabilities of the communication network.

For more than a decade, PLATO® computer-based testing for TRO's Certification and Testing Division has met the professional certification and licensing needs of organizations throughout the United States and Canada. Through its PLATO Testing System and extensive, rapidly expanding network of TRO Test Centers, staffed by full-time proctors, TRO delivers over 800,000 hours of customized, computer-based examinations each year.

The PLATO Testing System was originally developed over twelve years ago to meet the complex licensing needs of the National Association of Securities Dealers (NASD). Since that time, in conjunction with the NASD, TRO has developed a network architecture and administrative procedures that provide high quality delivery in a secure professional environment to thousands of candidates each year. Procedures relating to hardware maintenance, candidate

identification, proctoring, security, as well as electronic discrepancy reporting have proven to be very effective for the NASD and other TRO clients. Additionally, the Federal Aviation Administration (FAA) looks to TRO specifically as the model for its implementation of computer-based testing for Airmen and Mechanics (over 233,000 tests administered each year).

As a result of our background and experience in delivering computerized testing services, TRO is confident that we will provide a comprehensive plan to assure the success of The FCC's conversion to computerized examinations for commercial Radio Operator licenses.

The scope of TRO's certification and testing services, includes:

Test Development

- Consultation and program design
- Occupational analysis
- Item writing and review
- Test validation
- Security

Test Administration

- Candidate processing and eligibility determination
- Candidate notification
- Site security
- Same day scoring and licensure
- Score reporting and statistical analysis
- Examination review

III. BACKGROUND INFORMATION

The PLATO® System is a specifically designed system for computer-based education, training, and testing that employs a sophisticated structure of hardware and software. This structure provides individualized delivery of examinations via a distributed data processing system on individual, high resolution video display workstations operated by test candidates. The system is comprised of central site computers which communicate with the Test Centers over our extensive data services network. Each Test Center is equipped with touch sensitive terminals separated by partitions and screens providing test candidate privacy. A listing of centers (over 75 nationwide) is enclosed as an attachment to this proposal.

PLATO Certification and Testing Services had its inception in 1978. This proven application of computer technology is intended to address the complexities and problems of nationwide examination delivery. In addition to the ability of the technology to generate unique examinations with immediate scoring and storage of the test results, the Test Center network presents an excellent environment for candidate test administration on a daily basis. The system components have undergone a series of transformations to accommodate new technologies and customer requirements.

PLATO Certification and Testing Services provides the candidate with the benefits of flexible test scheduling and immediate knowledge of examination results while providing the FCC with a shortened licensure time frame, centralized candidate records and increased test responsiveness.

IV. COMMENTS ON THE NOTICE OF PROPOSED RULE MAKING

1. **Criteria for Selecting Examining Entity:**

To ensure the professionalism, security and integrity of the examination process the examining entity should meet the following criteria:

- Demonstrate experience and have a proven track record in the testing industry;
- Provide a maximum level of examination security procedures;
- Allow for a high degree of candidate convenience and flexibility;
- Have the ability to register and schedule candidates, collect examination fees and maintain candidate records;
- Have the capability of providing an introductory lesson or sample test to familiarize applicants with testing procedures;
- Maintain examination item banks and item and examination statistics;
- Operate a centrally managed network of testing centers;
- Dedicate testing centers to the administration of professional licensure and certification examinations.

2. **Regulatory or Operating Constraints to be Placed on the Examining Entity:**

All test sites within the network should be required to meet certain minimum operating standards to ensure that examinations are administered under optimal testing conditions for the candidates. Test centers should have:

- A reception waiting area;
- An adjoining testing room, visible from the reception area through a window suitable for monitoring testing candidates;
- A minimum of three test stations separated by carrels;
- Furnishings designed to ensure maximum candidate comfort;
- At least one dedicated proctor fully trained in all aspects of test administration, i.e., appointment scheduling, candidate identification, test administration, communication with central data system, etc.

3. Level of Control/Supervision to be Exercised by the Commission:

The FCC should have the ability to:

- Approve each Test Center as appropriate and suitable for delivering FCC examinations;
- Inspect any Test Center during business hours on a scheduled or unscheduled visit;
- Access the testing network's central data system for the purposes of item bank maintenance, review of candidate information, gathering examination statistics.

4. Amount and Reasonableness of Fees to be Charged by the Private Entity:

Fees related to the delivery of FCC examinations will fall into three categories:

- A one time up front fee for converting from paper-and-pencil format to a computer-delivered examination;
- Examination fees which will vary based on the number of items and time required for each examination. Experience has shown a willingness of candidates to pay higher examination fees for the convenience of examinations on-demand and immediate examination results. Higher examination fees, in many cases, will be more than offset by the reduction in travel time and expense;
- Fees for consulting services, if required, for item and examination development.

5. Minimum Number and Geographic Location of Examination Sites:

The number and location of test sites should be sufficient to significantly enhance the current FCC offerings. Considerations should include:

- A wide representation of states across the country;
- Multiple testing sites in states where testing volume is high;
- The ability to test in the location of a candidate's choice;
- Test centers should be open full-time during standard business hours throughout the year;

- The testing entity should show a record of expansion of test center locations.

6. Capability of the Testing Entity to Design and Administer all Classes of Radio Operator Licenses:

The testing entity should have the capability of:

- Maintaining all examinations on a central data system;
- Track all examinations administered across the testing network and have the ability to implement changes in examinations or examination procedures immediately through electronic communications;
- Performing item and test development activities as required.

V. CANDIDATE APPLICATIONS/ENROLLMENTS

Candidate applications and the collection of examination fees can be processed either by TRO (Option 1), or by the FCC (Option 2). The steps involved in the two alternatives are outlined below:

Option 1

TRO Application Processing

FCC candidates may call the TRO Central Registration toll-free 800 number to register for Commercial Radio Operator examinations.

For purposes of enrollment on the PLATO System, the following information will be required of all candidates calling to register for an exam:

- (1) Candidate name
- (2) Social Security number
- (3) Address to which correspondence should be directed (home address)
- (4) Examination Program/test series identifier
- (5) Visa or MasterCard number to charge examination fees
- (6) Any other information as required by BCSP, such as educational program, etc.

Additional information can be requested if required.

Upon receipt of this information, TRO Central Registration will enroll the candidate on the PLATO System. Completion of enrollment on the PLATO System clears the candidate for the next step, scheduling an examination, and must be completed prior to their calling the examination center.

After the candidate is registered on the telephone and fees are collected using the appropriate credit card, an enrollment confirmation notice will be mailed to the candidate's recorded address. An informational booklet prepared by the FCC describing the operation of testing on the PLATO system and the locations and telephone numbers of Test Centers will also be sent by TRO

Central Registration to the candidate. An example of a current booklet is attached. This information will be mailed to the candidate within 24 hours after telephone registration to allow for fee processing.

Option 2

FCC Application Processing

Candidates will be required to apply directly to the FCC to enroll for an examination. The FCC will then enter the candidate's enrollment data on the PLATO system. This data should be entered on a daily basis and it should include the same information as described above. The FCC will be responsible for exam fee collection, and TRO will invoice the FCC for exams delivered. Once a candidate is enrolled on the PLATO system, TRO will send the enrollment confirmation and informational booklet described above to the candidate.

It is not necessary for the candidate to bring the enrollment/confirmation notice to the Test Center. Authorization for administration of a candidate exam is effected electronically over the PLATO System, and is later referred to in the validation process. The notice merely informs the candidate of valid examination status. In effect, no test tickets are required.

Candidate Appointment Scheduling

After candidates receive notice of their enrollment, they will call a Test Center in order to schedule an appointment to sit for an examination. Candidates should be prepared to relay to the center staff their name, social security number, test series number and preferred date. Appointments will be scheduled no later than the expiration dates of the candidate enrollments (this period to be determined). The center will schedule appointments within 30 days of a request. Enrollment verification (or validation) shall be performed through an electronic query against the enrollment records on the PLATO System. Candidates are not required to submit their enrollment notices in order to sit for their examinations. Unverified (or invalid) candidates will be instructed to contact the FCC for resolution of the issue.

VI. QUALITY CONTROL AND EXAMINATION SECURITY

TRO places a great emphasis on quality control and quality assurance as the standard concepts that ensure the successful implementation of test administration.

Total customer service and examination security are achieved through:

- Comprehensive Test Center standards;
- Careful selection, training and certification of Test Center personnel;
- Multiple provisions for data security;
- Adherence to Test Center policies.

Test Center Standards

- Professional, quiet environment
- Interior design to maximize candidate comfort during multi-hour testing
- Adequate viewing windows for monitoring candidates
- Individual carrels for testing candidates
- Separate secure room for hardware

Test Center Personnel

- Dedication to "customer service"
- Trained and certified in all administrative procedures
- Permanent employees familiar with all client specification and requirements
- Carefully supervised and periodically reviewed

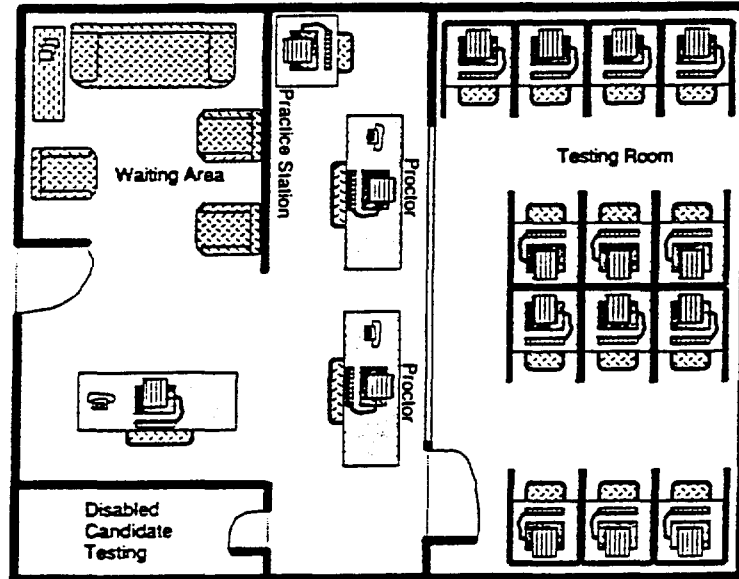
Data Security

- Item bank and data encryption
- System access limited to designated employees
- Password protection
- Logging of all system access attempts
- Crisis back-up procedures throughout the system

Test Center Policies

- Thorough candidate identification; picture and signature IDs required
- Sign in/out logs maintained
- No personal belongings allowed in test room (proctors check candidates' calculators, if applicable, and provide and collect all scratch paper used).

TRO TEST CENTER STANDARDS



Dedicated to Professionals

- **Professional Building - Disabled Access**
- **Business Environment**
- **Temperature Controlled, Noise Insulated Testing Room**
- **Proctor's Viewing Window(s)**
- **Separate, Secure Room for Hardware, Software**
- **High Quality Carrels**
- **Ergonomic, Adjustable Chairs**
- **Tilting Computer Monitors**
- **Parabolic Light Diffusers - Reduce Glare**



NEWS RELEASE

FOR IMMEDIATE RELEASE

CONTACT: Elizabeth E. Tomaszewicz
Senior Vice President
Sales and Marketing
The Roach Organization, Inc.
(708) 517-5120

**WORDPERFECT CORPORATION SIGNS CONTRACT
WITH THE ROACH ORGANIZATION TO DEVELOP AND ADMINISTER
COMPUTERIZED CERTIFIED SYSTEM ENGINEER (CSE) EXAMINATIONS**

MINNEAPOLIS, MN — October 1, 1992. The Roach Organization, Inc. (TRO) announced today that it has been awarded a contract with WordPerfect Corporation for the development and administration of certification examinations. The initial program certifies consultants and systems administrators who install, maintain, and troubleshoot WordPerfect Office, Version 3.1, as WordPerfect Certified System Engineers (CSE).

Dr. C. Victor Bunderson, TRO's Consulting Vice President of Research and Psychometrics, and the Institute for Computer Uses in Education (ICUE) were responsible for developing the innovative, performance-based examination and "windows-based" test driver. The driver uses actual work models to measure the candidates' skills. Successful candidates will demonstrate their expertise in all phases of WordPerfect Office 3.1 and will be recognized as subject matter experts.

Initially, eleven PLATO® Professional Development Centers will be upgraded with IBM 486 PCs to administer the examinations, with plans in place to upgrade additional centers in the near future.

"The Certified System Engineer (CSE) is an important strategic step in WordPerfect's commitment to customer support — key to the corporation's growth," commented Kim Cooper, WordPerfect's Vice President of Customer Service. "TRO and ICUE provide a solution founded on quality, both through the performance-based examination and high standards for test center delivery."

WordPerfect is a privately held, \$630 million company based in Orem, Utah, and markets software programs to companies worldwide. With more than nine million end users, represented in 89 countries, WordPerfect is the best selling word processor for MS DOS-based PCs. The company has distinguished itself in the industry and has experienced growth through an unparalleled commitment to customer support.

The Roach Organization, Inc. is a privately held, international training and education company with annual revenues in excess of \$30 million. Through three major divisions, TRO provides computer-based education products to corporations, schools, community colleges, community-based organizations, and correctional facilities; computer-based flight crew and maintenance personnel training and education courseware to the aviation industry; and computer-based certification and testing services for professional licensure to clients through more than 77 PLATO Professional Development Centers nationwide.

TRO has domestic offices located throughout the United States and international offices located in Canada and the United Kingdom. TRO's executive offices are located at Woodfield Corporate Center, 150 North Martingale Road, Suite 700, Schaumburg, Illinois 60173, (708) 517-5100. Headquarters are located at 4660 West 77th Street, Edina, Minnesota 55435, (612) 832-1000 or (800) 869-2000.



PLATO® PROFESSIONAL DEVELOPMENT CENTERS
The Roach Organization, Inc.

10/1/92

DELIVERY LOCATIONS

Note: Information current as dated and subject to change without notice.

HOLIDAY SCHEDULE

Jan 1 New Year's
Feb 17 Washington's Birthday
April 17 Good Friday
May 25 Memorial Day
July 3 Independence Day
Sept 7 Labor Day
Nov 26 Thanksgiving Day
Dec 25 Christmas Day

ALASKA

Anchorage Metro. Area

Flight Safety Alaska, Inc. *
1749 East 5th Avenue
Anchorage, AK 99501
907-277-0511
Hours: 8:30-5:00 (M-F)
Sat. by Appointment
Delivery Stations: 3

ALABAMA

Birmingham Metro. Area

Lakeshore Park Plaza
2204 Lakeshore Drive, Suite 305
Birmingham, AL 35209
205-870-1643
Hours: 8:00-1:00 (T-F)
8:00-3:30 (M)
Delivery Stations: 5

ARIZONA

Phoenix Metro. Area

Park North II Building
1717 W. Northern Avenue
Suite 117
Phoenix, AZ 85021
602-870-7522
Hours: 9:00-4:30 (M-F)
Delivery Stations: 11

ARKANSAS

Little Rock Metro. Area

11219 Financial Center Parkway
Suite 311
Little Rock, AR 72211-2859
501-224-5781
Hours: 8:30-4:00 (M-F)
8:30-2:00 (T,Th)
8:30-1:00 (W)
Delivery Stations: 5

CALIFORNIA

Colfax Metro. Area

Aviation Ground Schools *
223 South Railroad Street
Colfax, CA 95713
916-346-6792
Hours: 7:00-9:00 (M-F)
Sat. by Appointment
Delivery Stations: 3

Los Angeles Metro. Area

Koll Center
1920 Main Street, Suite 230
Irvine, CA 92714
714-757-7530
Hours: 8:30-4:30 (M-F)
Delivery Stations: 17

Los Angeles Metro. Area

701 N. Brand Blvd., Suite 340
Glendale, CA 91203
818-545-7383
Hours: 8:30-4:30 (M-F)
Delivery Stations: 17

San Diego Metro. Area

Aviation Ground Schools *
Silverton Business Park
7950 Silverton Avenue
Suite 101
San Diego, CA 92126
619-566-2184
Hours: 7:00-5:00 (M-F)
Eve. & Sat. by Appoint.
Delivery Stations: 3

San Diego Metro. Area

6390 Greenwich Drive
Suite 105
San Diego, CA 92122
619-558-1164
Hours: 8:00-3:30 (M-F)
Delivery Stations: 8

San Francisco Metro Area

6425 Christie Avenue
Suite 150
Emeryville, CA 94608
510-601-1134
Hours: 8:30-4:00 (M-F)
Delivery Stations: 6

San Francisco Metro Area

525 Market Street, Suite 390
San Francisco, CA 94104
415-882-1212
Hours: 8:30-4:30 (M-F)
Delivery Stations: 21

COLORADO

Denver Metro. Area

Galleria Officentre
720 S. Colorado Blvd.
Suite 250
Denver, CO 80222
303-692-8745
Hours: 9:00-4:30 (M-F)
Delivery Stations: 13

Englewood Metro. Area

Centennial Test Center *
7375 South Peoria Street
Hangar 9, Box B-5
Englewood, CO 80112
303-649-1002
Opening Approx. 10/8/92
Hours: 9:00-5:00 (M-F)
Delivery Stations: 3

CONNECTICUT

Hartford Metro. Area

Glastonbury Corporate Center
628 Hebron Avenue, Suite 210
Glastonbury, CT 06033
203-657-3161
Hours: 9:00-4:30 (M-F)
Delivery Stations: 9

Norwalk Metro Area

Shorepoint Plaza, 3rd Floor
One Selleck Street, Suite 360
Norwalk, CT 06855
203-838-5039
Hours: 9:00-4:30 (M-F)
Delivery Stations: 8

DISTRICT OF COLUMBIA

Please see Virginia

FLORIDA

Boca Raton Metro. Area

Boca Aviation *
Boca Raton Airport
3700 Airport Road
Boca Raton, FL 33431
407-368-1110
Hours: 8:00-5:00 (M-Sat.)
Evenings by Appoint.
Delivery Stations: 3

Fort Lauderdale Metro. Area

Prof. Flight Training, Inc. *
Ft. Lauderdale Exec. Airport
1685 W. Commercial Blvd.
Hangar 41
Fort Lauderdale, FL 33309
305-938-9508
Hours: 8:00-5:00 (M-Sat.)
Delivery Stations: 4

Miami Metro. Area

The Spessard Holland Building
8000 Governors Square Blvd.
Suite 303
Miami Lakes, FL 33016
305-825-7940
Hours: 9:00-4:30 (M-F)
Delivery Stations: 15

Orlando Metro. Area

601 South Lake Destiny Road
Suite 220
Maitland, FL 32751
407-875-8118
Hours: 8:30-4:00 (M-F)
Delivery Stations: 20

Tampa Metro. Area

Nat'l Assessment Institute
5500 Rio Vista Drive
Clearwater, FL 34620
813-532-9558
Hours: 9:00-5:00 (M-F)
Delivery Stations: 5

GEORGIA**Atlanta Metro. Area**

900 Ashwood Parkway
Suite 490
Atlanta, GA 30338
404-551-0845
Hours: 9:00-6:00 (M-F)
Delivery Stations: 15

ILLINOIS**Bloomington Metro. Area**

211 Landmark Drive, Suite A3
Normal, IL 61761
309-452-4788
Hours: 8:00-3:30 (M-F)
Delivery Stations: 11

Chicago Metro. Area

The Roach Organization, Inc.
Woodfield Corporate Center
150 North Martingale Road
Suite 700
Schaumburg, IL 60173
708-517-5145
Hours: 9:00-5:30 (M-F)
Delivery Stations: 3

Chicago Metro. Area

10 South LaSalle Street
Suite 2101
Chicago, IL 60603
312-609-2525
Hours: 8:00-5:00 (M-F)
Delivery Stations: 21

Chicago Metro. Area

Aviation Professionals, Inc. *
Midway Airport
5320 West 63rd Street
Chicago, IL 60658
312-284-1220
Hours: 8-30-7:00 (M-Sat.)
Delivery Stations: 3

Springfield Metro. Area

Springfield Air Corporation *
Capitol Airport
900 Airport Drive
Springfield, IL 62707
217-544-8882
Opening Approx. 9/28/92
Hours: 8:00-4:00 (M-F)
Delivery Stations: 3

INDIANA**Indianapolis Metro. Area**

Keystone at the Crossing
8900 Keystone Crossing
Suite 990
Indianapolis, IN 46240
317-846-8287
Hours: 8:00-3:30 (M-F)
Delivery Stations: 6

IOWA**Des Moines Metro. Area**

3737 Woodland Avenue
Suite 232
West Des Moines, IA 50265
515-223-5452
Hours: 8:00-3:30 (M-F)
Delivery Stations: 8

KANSAS**Kansas City Metro. Area**

Commerce Plaza II
7400 West 110th Street
Suite 250
Overland Park, KS 66210
913-338-4700
Hours: 8:30-4:00 (M-F)
Delivery Stations: 9

KENTUCKY**Lexington Metro. Area**

Aero Tech, Inc. *
Blue Grass Airport
4054 Versailles Road
Lexington, KY 40510
606-254-8906
Hours: 8:00-9:00 (M-Sat.)
Delivery Stations: 3

Louisville Metro. Area

10170 Linn Station Road
Suite 550
Louisville, KY 40223
502-423-1603
Hours: 8:30-4:00 (M-F)
Delivery Stations: 4

LOUISIANA**New Orleans Metro. Area**

6600 Plaza Drive, Suite 110
New Orleans, LA 70127
504-245-1838
Hours: 8:30-4:00 (M-F)
Delivery Stations: 7

MARYLAND**Baltimore Metro. Area**

Dulaney Center II
901 Dulaney Valley Road
Suite 502
Towson, MD 21204
410-337-5103
Hours: 9:00-4:30 (M-F)
Delivery Stations: 7

MASSACHUSETTS**Boston Metro. Area**

1601 Trapelo Road
Waltham, MA 02154-1046
617-890-0466
Hours: 8:30-4:00 (M-F)
Delivery Stations: 21

Plymouth Metro. Area

S. Shore Comp. Testing, Inc. *
Plymouth Municipal Airport
416 South Meadow Road
Plymouth, MA 02360
508-747-1788
Hours: 8:00-4:00 (T-F)
1:00-9:00 (M)
Delivery Stations: 3

MICHIGAN**Detroit Metro. Area**

Galleria Officentre
400 Galleria Officentre
Suite 116
Southfield, MI 48034
313-351-9088
Hours: 8:30-4:00 (M-F)
Delivery Stations: 14

Kalamazoo Metro. Area

Executive Testing Center *
Kalamazoo/Battle Creek
International Airport
5600 Portage Road, Suite 101
Kalamazoo, MI 49002
616-384-2880
Hours: 8:00-5:00 (M-F)
9:00-4:00 (Sat)
Evenings by Appt.
Delivery Stations: 3

MINNESOTA**Mpls./St. Paul Metro. Area**

8300 Norman Center Drive
Suite 850
Bloomington, MN 55437
612-835-9420
Hours: 8:30-4:00 (M-F)
Delivery Stations: 16

MISSOURI**St. Louis Metro. Area**

Paragon Place
12312 Olive Blvd., Suite 175
Creve Coeur, MO 63141
314-469-6086
Hours: 8:30-4:00 (M-F)
Delivery Stations: 10

NEBRASKA**Omaha Metro. Area**

Century Building
11213 Davenport Street
Suite 103
Omaha, NE 68154
402-333-6278
Hours: 9:00-4:30 (M-F)
Delivery Stations: 6

NEVADA**Las Vegas Metro. Area**

CFI, Inc. *
Quail Air Center
135 East Reno #F6
Las Vegas, NV 89119
702-736-2559
Hours: 8:30-5:00 (M-F)
Sat. by Appointment
Delivery Stations: 3

NEW HAMPSHIRE**Nashua Metro. Area**

Prof. Pilot Flight Academy *
Nashua Municipal Airport
102 Perimeter Road
Nashua, NH 03063
603-883-4166
Hours: 9:00-5:00 (M-Sat.)
Delivery Stations: 3

NEW JERSEY**Medford Metro. Area**

Aviation Career Academy *
Flying W Airport
RD 7, Fostertown Road
Medford, NJ 08055
609-267-1200
Hours: 9:00-5:00 (M-Sat.)
Delivery Stations: 3

West Orange Metro. Area

Eisenhower Office Park
101 Eisenhower Parkway
4th Floor
Roseland, NJ 07068
201-228-8777
Hours: 8:30-4:00 (M-F)
Delivery Stations: 16

NEW MEXICO**Albuquerque Metro. Area**

City Center
6400 Uptown Blvd., NE
Suite 476
Albuquerque, NM 87110
505-884-6033
Hours: 9:00-4:30 (M,W)
9:00-2:00 (T,Th,F)
Delivery Stations: 4

NEW YORK

Also see New Jersey

Long Island Area

Amer. Airman Ground School*
Francis S. Gabreski Airport
Building One
W. Hampton Beach, NY 11978
800-377-1385
Hours: 8:00-7:00 (M-S)
Delivery Stations: 3

Long Island Area

Corporate Center
225 Broadhollow Road
Suite 116W
Melville, NY 11747
516-845-9063/9064
Hours: 8:00-4:30 (M-F)
8:00-2:00 (Sat.)
Delivery Stations: 11

NY City Midtown Area

345 Madison Avenue, 4th Floor
New York, NY 10017
212-986-5660
Hours: 8:30-5:00 (M-F)
Delivery Stations: 24

NY City Wallstreet Area

111 Broadway, 4th Floor
New York, NY 10006
212-693-4340
Hours: 8:30-5:00 (M-F)
Delivery Stations: 25

Rochester Metro. Area

Woodcliff I
345 Woodcliff Drive, 2nd Floor
Fairport, NY 14450
716-383-5630
Hours: 8:45-4:30 (M-F)
Delivery Stations: 8

NORTH CAROLINA**Charlotte Metro. Area**

5600 77 Center Drive, Suite 370
Charlotte, NC 28217
704-523-2773
Hours: 8:30-3:30 (M-F)
Delivery Stations: 11

Fayetteville Metro. Area

Fayetteville Air Service *
Fayetteville Regional Airport
Fayetteville, NC 28306
919-484-2175
Opening Approx. 9/28/92
Hours: 9:00-5:00 (M-F)
Eve. & Sat. by Appt.
Delivery Stations: 3

OHIO**Cincinnati Metro. Area**

11311 Cornell Park, Suite 135
Cincinnati, OH 45242
513-489-6030
Hours: 8:00-3:30 (M-F)
Delivery Stations: 5

Cleveland Metro. Area

6701 Rockside Road, Suite 306
Independence, OH 44131
216-642-7745
Hours: 8:30-4:00 (M-F)
Delivery Stations: 7

Columbus Metro. Area

555 Metro Place N., Suite 110
Dublin, OH 43017
614-793-1592
Hours: 8:00-3:30 (M-F)
Delivery Stations: 7

OKLAHOMA**Oklahoma City Metro. Area**

Northwest Office Center
4334 Northwest Expressway
Suite 285
Oklahoma City, OK 73116
405-843-3892
Hours: 8:30-4:00 (M-F)
Delivery Stations: 8

Tulsa Metro. Area

Prof. Aviation Services, Inc. *
Tulsa International Airport
Millionaire FBO
7107 East Apache
Tulsa, OK 74115
918-836-2359
Hours: 8:00-6:00 (M-F)
10:00-4:00 (Sat.)
Delivery Stations: 3

OREGON**Portland Metro. Area**

Kruseway Plaza
4550 South West Kruseway
Suite 235
Lake Oswego, OR 97035
503-636-1173
Hours: 9:00-4:30 (M-F)
Delivery Stations: 7

PENNSYLVANIA**Allentown Metro. Area**

5000 Tilghman Street, Suite 130
Allentown, PA 18104
215-481-0460
Hours: 8:30-4:00 (M-F)
Delivery Stations: 5

Harrisburg Metro. Area

Commerce Park
2405 Park Drive, Suite 202
Harrisburg, PA 17110
717-652-4821
Hours: 9:00-4:30 (M-F)
Delivery Stations: 5

Philadelphia Metro. Area

1760 Market Street, 9th Floor
Philadelphia, PA 19103
215-564-2980
Hours: 8:30-4:00 (M-F)
Delivery Stations: 16

Pittsburgh Metro. Area

Foster Plaza, Building 9
750 Holiday Drive, Suite 605
Pittsburgh, PA 15220
412-928-2440
Hours: 8:30-4:00 (M-F)
Delivery Stations: 8

SOUTH CAROLINA**Conway Metro. Area**

N. American Inst. of Aviation *
Conway/Horry Cnty Airport
1700 Airport Road
Conway, SC 29527
803-397-9111
Opening Approx. 9/28/92
Hours: 9:00-5:00 (M-F)
Sat. by Appt.
Delivery Stations: 5

TENNESSEE**Knoxville Metro. Area**

Knoxville Flight Training *
Downtown Island Airport
Spence Place
Knoxville, TN 37901
615-573-8359
Hours: 9:00-6:00 (M,T,Th,F,Sat)
9:00-9:00 (W)
Delivery Stations: 3

Memphis Metro. Area

Penn Marc Centre
6401 Poplar Avenue, Suite 110
Memphis, TN 38119
901-767-1180
Hours: 9:00-3:00 (M,T,Th,F)
9:00-4:30 (W)
Delivery Stations: 4

Nashville Metro. Area

King's School of Aeronautics *
1645-K Murfreesboro Road
Nashville, TN 37012
615-361-6787
Hours: 7:30-4:30 (M-Sat)
Delivery Stations: 3

Nashville Metro. Area

One Lakeview Place
25 Century Blvd., Suite 604
Nashville, TN 37214
615-871-9972
Hours: 9:00-3:00 (M,Th,F)
9:00-4:30 (T,W)
Delivery Stations: 5

TEXAS**Arlington Metro. Area**

Cothron Aviation, Inc. *
Arlington Municipal Airport
5104 South Collins
Arlington, TX 76018
817-467-6111
Hours: 9:00-5:00 (M-F)
Delivery Stations: 3

Dallas Metro. Area

Wellington Centre
14643 Dallas Parkway
Suite 640, LB#83
Dallas, TX 75240
214-385-1181
Hours: 8:30-4:30 (M-F)
Delivery Stations: 17

Houston Metro Area

10333 Richmond Avenue
Suite 680
Houston, TX 75240
713-952-5005
Hours: 8:30-4:00 (M-F)
Delivery Stations: 11

Longview Metro. Area

McWilliams Testing Center *
Gregg County Airport
Omega Hangar
Longview, TX 75606
903-643-3500 or
1-800-831-0951
Hours: 8:30-5:00 (M-Sat.)
Delivery Stations: 3

San Antonio Metro. Area

Renaissance Plaza
70 North East Loop 410
Suite 670
San Antonio, TX 78216
512-349-5900
Hours: 8:30-4:00 (M-F)
Delivery Stations: 7

UTAH**Salt Lake City Metro. Area**

The Woodlands Business Park
4001 South 700 East, Suite 270
Murray, UT 84107
801-263-9646
Hours: 9:00-4:30 (M-F)
Delivery Stations: 6

VIRGINIA**North Virginia Metro. Area**

Mark Center
4900 Seminary Road, Suite 1010
Alexandria, VA 22311
703-820-2550
Hours: 9:00-4:30 (M-F)
Delivery Stations: 12

Norfolk Metro. Area

Corporate Woods Office Park
5041 Corporate Woods Drive
Suite 135
Virginia Beach, VA 23462
804-456-2510
Hours: 9:00-4:30 (M-F)
Delivery Stations: 5

Richmond Metro. Area

Culpeper Building
1606 Santa Rosa Road, Suite 113
Richmond, VA 23288
804-285-8706
Hours: 8:30-4:00 (M-F)
Delivery Stations: 6

Roanoke Metro. Area

Colonnade Corporate Center
Building A, Suite 101
2840 Electric Road, Route 419
Roanoke, VA 24018
703-774-1041
Hours: 9:00-2:00 (M,W,F)
9:00-4:30 (T,Th)
Delivery Stations: 4

WASHINGTON**Seattle Metro. Area**

11400 Southeast 8th Street
Suite 270
Bellevue, WA 98004
206-451-9883
Hours: 9:00-4:30 (M-F)
Delivery Stations: 9

WISCONSIN**Marshfield Metro. Area**

Aviation Services, Inc. *
Marshfield Municipal Airport
400 W. 29th Street
Marshfield, WI 54449
715-384-3149
Hours: 8:00-5:00 (M-F)
Eve. & Sat. by Appt.
Delivery Stations: 3

Milwaukee Metro. Area

10400 West North Avenue
Suite 340
Wauwatosa, WI 53226
414-774-1378
Hours: 8:30-4:00 (M-F)
Delivery Stations: 11

CANADA**Toronto Metro. Area**

W.R. Roach & Assoc. Ltd. *
48 St. Clair Street West
Suite 900
Toronto, Ontario M4V 2Z2
416-964-8845
Hours: 9:00-4:00 (M-F)
Delivery Stations: 2



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A. FAA PLATO REGISTRATION

When you believe you are prepared to take your FAA Airman examination, register with PLATO Central Registration by calling 1-800-869-1100. Be prepared to give the operator the information outlined in the back of this booklet. You may pay the appropriate PLATO examination fee by using your VISA, Mastercard, or by sending a certified check or money order to Central Registration, The Roach Organization, Inc., 4660 West 77th Street, Edina, Minnesota, 55435. You have 60 days from the date of payment of your PLATO examination fee in which to complete your examination.

For your convenience, registration via FAX is also available. Fill out the information outlined in the back of this booklet and FAX it to (612) 832-1290.

B. PLATO EXAMINATION APPOINTMENT

On the second business day after payment of your PLATO examination fee, you may call the PLATO Professional Development Center of your choice to make an appointment for your examination. Provide your name, birthdate or social security number, a telephone number where you can be reached, and the name of the examination or its identifying test series number. You may select any location from the national network of centers and a date and time convenient to your schedule. You must make an appointment within 60 days from the date of payment or you will forfeit your PLATO examination fee.

The Center personnel will advise you of specific documentation required by the FAA which you will need to present at the Center when you arrive for your examination. Failure to present the required information will exclude you from eligibility to take your FAA examination on the PLATO system, and you will forfeit your PLATO examination fee.

C. SCORE REPORT

Upon completion of your examination your score will be computed and displayed on the PLATO testing workstation screen. A printed score report will be generated simultaneously and will be embossed by the Center personnel. This report will be accepted by your flight examiner as proof of successful completion of the FAA's written test requirements.

D. CANCELLATION AND NO-SHOW POLICIES

See the question and answer section of this booklet for cancellation and no-show policies, as well as other important information about your FAA examination on the PLATO system. **Note: Late cancellation and no-show fees are equal to the PLATO examination fee.**